

RE: 60 Day Notice - Transition to the Colorado interChange and what this means for dental claims

Dear Dental Provider:

New Plan Information

On October 31, 2016, Hewlett Packard Enterprises (HPE) will assume fiscal agent operations on behalf of Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+). These operations include the transition to the Colorado interChange (a new claims payment system) and a new provider State of Colorado Web Portal. All dental claims will continue to be submitted directly to DentaQuest. There will be no disruption in your ability to submit claims, paper or electronic, to DentaQuest, however, there will be a delay in payment due to the transition.

Dental Claims Payment Delays

During the transition to the new Colorado interChange, there will be a delay in payments for ALL providers. The length of delay will depend on the type of claim you're submitting. The Department recognizes that payment delays can create challenges for providers, which is why we're providing this information now so you can plan accordingly. Unfortunately, these delays are unavoidable and no exceptions can be made. **There will be a payment delay on any claims received by DentaQuest after 10/14/2016 for paper claims and 10/18/2016 for electronic claims.**

Find more detail about these dates on our [Provider Resources web page](#).

Paper dental claims

- Paper claims received by DentaQuest by 10/14/16
- These claims will be processed (as usual) and paid 10/28/16
- Claims that don't make this deadline will be **processed and held for payment after 10/31/16**
- If you **only** submit paper claims, **you will not receive another payment until 11/11/16 if paid electronically and the week of 11/14/16 if paid by paper check**

Electronic dental claims (and encounters)

- Electronic claims submitted to DentaQuest by 10/18/16
- These claims will be processed (as usual) and paid the week of 10/28/16
- Claims that don't make this deadline will be **processed and held for payment after 10/31/16**
- If you **only** submit electronic medical claims, **you will not receive another payment until 11/11/16 if paid electronically and the week of 11/14/16 if paid by paper check**

Provider IDs and Portal Logins

The new Colorado interChange will identify Dental Providers by NPI. Starting on October 31, 2016, claims submitted to DentaQuest will no longer require the use of Legacy Medicaid IDs. Your NPI number will be sent out via a confirmation email from interChange on October 15, 2016.

You must revalidate. Providers who have not revalidated will not be able to submit claims after October 18, 2016. Please visit our website for more information on submitting an application for revalidation:

<https://www.colorado.gov/hcpf/provider-enrollment>

Your State of Colorado provider Web Portal login information will be changing. The new provider Web Portal will be launching on October 31, 2016. You will receive additional instructions for Web Portal registration when you receive your NPI confirmation letter on October 15, 2016.

Note: You will **NOT** need the password you used to submit your application for revalidation/enrollment or your 5-digit application tracking number.

Your batch claims submitter does not need to apply for a new Trading Partner ID (TPID). Dental providers will continue to submit claims directly to DentaQuest.

Important Dates and Training Opportunities

Please visit our [Provider Resources web page](#) for a list of important dates, training availability for the new provider Web Portal, and additional information.

Sincerely,

Health First Colorado
(Colorado's Medicaid Program)
Provider Enrollment

